

Meeting Notes

Wells House Road meeting Q&A

26 March 2025

No.	Questions	Answers
Temporary possession		
1.	Are there some properties where the notice has not been lifted?	Yes. The properties adjacent to the public access Wells House Road stairs still have the Schedule 16 notice. This is because works are planned to take place on the stairs at a later date. Letters have been sent to the residents.
Wells House Road stairs		
2.	Can you give an indication of the work required on the stairs and a timescale?	Multiple surveys have been completed. The surveys all say there are safety risks to the stairs and the supporting walls. BBVS are working with Ealing Council to address the safety issue. BBVS and HS2 committed to share an update with the residents at the next meeting in May.
3.	Who will be paying for the repairs to the stairs?	The repairs and reinstatement of the stairs are being paid for by HS2. Funding source or responsibility for undertaking any required works to the supporting walls has not yet been agreed between Ealing Council and HS2.
Retaining wall		
4.	Do you have any pictures of what you'd like the wall to look like once you've refaced it?	There are no images of the wall as it will appear currently, but we hope to share these when they become available.
5.	You said you might put a fence above the wall – there are many designs, can you provide something more final?	At this stage the design is being looked at and final components such as boundary fence have not yet been confirmed.
6.	Is the pavement being lowered on the retaining wall side of the Lane?	Our intention is to keep the footpath, as level as possible for the best possible user experience. However we will bring forward our detailed plans soon and hold engagement with local residents on the lowering of Old Oak Common Lane.
7.	Are the stairs shown in images of the retaining wall?	An entry point to the stairs (which are a public footpath) will be part of the plans brought forward for the lowering of Old Oak Common Lane.

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8.	Have you considered a green wall?	It's not part of the lowering plans. Plans for the design of the wall will be available once finalised.
Bus stops		
9.	How long will it take to decide whether another bus stop will be installed southbound on Old Oak Common Lane?	Work is on going to identify a safe and accessible location for a bus stop southbound on Old Oak Common Lane. BBVS and TfL are regularly communicating and trying to find a solution to this issue.
10.	Will it be a 'dolly' stop? And are they integrated into the bus electronic system (known as iBus)?	Any solution which is found is likely to consist of a temporary, or 'dolly', stop. The duration of the temporary bus stop will determine whether or not it will be integrated into the iBus system.
11.	Would it be possible to keep a semi-permanent place for a bus stop, as they seem to move frequently?	The location of bus stops when moved will be included in future traffic management newsletters and advanced works notification letters. We will actively work with TfL to relocate bus stops to the most suitable locations when this is needed.
12.	Could there be seating to go with the temporary bus stops?	Safety of other footway users needs to be considered. We will do all we can to work with TfL to try and ensure seating can be provided but unfortunately this may not be possible.
Temporary traffic lights		
13.	Why are two sets of temporary lights used?	We do what we can to avoid having to add another phase, or sequence of lights, to cover the Wells House Road junction. However, this has to be balanced against the need to extend the phase timings to allow vehicles longer distances. This can lead to more 'light jumping' and frustration from motorists. The placement of temporary traffic management is something which is determined through road safety guidance for our temporary works.
14.	Why are the temporary traffic lights next to site still used late at night after core hours?	There are deliveries at all hours to our site and we also need to protect cyclists and pedestrians. All of our traffic management is subject to detailed road safety guidance required by law.
15.	Can the traffic light phasing take cyclists into consideration?	HS2 have the safety in mind of all road and footpath users and road safety is fully assessed when we put out our traffic management. Our team must carefully balance the safety of all road users with the likely compliance with signage and traffic lights. For example, if the red-lights are set for too long, it can lead to queues building up, with road users then possibly blocking junctions or even jumping the red-lights. However, too little and there

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		can be consequences for other road users such as cyclists. <i>Post meeting note:</i> Following resident feedback during the meeting, the traffic management team have reviewed the situation and, combined with additional signage warning motorists not to overtake cyclists, we will be trialling an increase in 'red-light time' of 6 seconds. As with previous feedback given by the community regarding traffic management in the past, the timings have always been adjusted to suit both cyclists and road users.
Old Oak Common Lane lowering		
16.	Do you have an order of events in the closure and lowering? For example, will the pavement be kept open when the road is closed?	A programme and action plan is still being looked into. Pedestrian access will be maintained unless there is a requirement to close the path for temporary safety reasons.
17.	Could you end up closing the pavement for the lowering just as you're opening the Wells House Road stairs? Can you commit to opening the stairs before the end of 2026?	We don't yet have a timetable for the steps (refer to answer above), but in terms of the lowering we will maintain access for pedestrians and for the vast majority of the time while the roadway itself remains closed.
18.	What will be the approach to assessing the environmental impacts of lowering the road?	We are carrying out a review of environmental compliance to determine whether the proposed road lowering scheme is compliant with the environmental statement or is likely to result in a new significant effect.
19.	Is it correct to say that the mechanism by which you extend beyond one year for closure is to write to the Secretary of State and they agree? Does that mean local authorities don't matter?	The local authorities do matter. The key measure comes from the environmental statement – if an extension to the duration of works have significant environmental effects, then we have to write to the Secretary of State. The deciding factor is any new effects being measured against the original environmental assessments.
20.	What's the timeline for assessments?	They're underway now. We are almost finished and we'll come back to local residents.
Recent noise and its source		
21.	Do you have proof that the tunnel boring machines have been stopped?	The Old Oak Common tunnels are being constructed using the sprayed concrete lining method, which does not use a tunnel boring machine. SCS will continue to offer to visit properties to monitor noise and vibration levels.
22.	What is the noise and where does it come from?	SCS have liaised with other contractors such as Network Rail and we have identified a particular element of the tunnel works. These works take

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		place twice a day between 8 a.m. and 6 p.m. Monday to Friday and between 8 a.m. and 1 p.m. on Saturdays. These are sprayed concrete tunnel works and will be heard, and they are low, although still perceptible. They do not hit the E23 noise and vibration measures. We do not expect noise at night to be caused by SCS tunnelling works.
23.	Will you monitor more than one property?	Residents can request noise monitoring. If deemed necessary and appropriate, we will organise for our noise and vibration colleagues to undertake this monitoring.
24.	Can it be confirmed that Network Rail aren't creating noise?	We have reviewed all of our contractors' works for HS2, the separate Poplars electrification project nearby, plus Network Rail's maintenance and operational activities and have not been able to identify anything in the wider area that could cause the noise.
25.	Can you have an engineer on site at the station site at all times to investigate noise reports?	We have to monitor noise during the day, when we can access properties that report effects. Since we have amended the sequencing of works and undertaken recent monitoring, we have not had any complaints about noise at night. This is why we monitored Kildun Court; it is nearer the tunnel and unoccupied. Our sensitive equipment is best used when it's quiet in a property so that it can pick up noise. We can reassure residents that this issue has not been closed and we will continue to investigate.
Small claims		
26.	Why are so many small claims rejected? Why do some take a long time to resolve?	Every small claim concerning stated damage to residential property is passed to an independent loss adjuster for assessment and recommendation. We reject a very small number of repeated claims or where there is a stated position on a claim (for example window cleaning - see Q.28 below). The assessment process involves at least one visit to residents' properties, consideration of pre-condition surveys, monitoring of condition over time in some cases, and time to make and approve any settlement offer if made.
27.	What kind of claims are made?	The majority of claims are related to residential property and include internal and external cracking, misalignment of doors and windows and similar damage. It should also be noted that much of the damage reported is consistent with normal deterioration in properties of this age.

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28.	Will you clean windows?	It is HS2 policy not to across the project nationwide.
SCS tunnelling		
29.	Can complaints about noise and vibration be made retrospectively?	Yes, records are kept of every shift. Make a note of any time you hear noise outside core hours, noting the type of noise, direction and whether it appears to be coming from 'within' your house or can be heard outside. Phone or email the Helpdesk. We will then investigate.
AOB		
30.	Can you fix the flooding on Victoria Road? Can you commit to not closing Old Oak Common Lane until you have?	We're working with Ealing Council. Surveys with Thames Water last week were inconclusive. We'll be doing more monitoring over the next six weeks.